

DSHS Division of Child Care and Early Learning and the Community Services Division is proud to announce an addition to The Answer Phone:

## **Working Connections Child Care Information Phone**

Beginning September 1, 2003, you will be able to get basic information about your Working Connections Child Care benefits by calling The Answer Phone at **1-877-980-9220**.

You will be able to find out:

- If your family is approved for Working Connections Child care and the dates covered;
- What child care services, including your copayment, are authorized for payment and the dates covered;
- Special messages about the Working Connections Child Care Program.

Here is an example of what you will hear:

- *Jane Smith is approved for Working Connections Child Care beginning June 1, 2003 and ending December 31, 2003.*
- *For ABC Child Care Center, Jane Smith's copayment is \$25 per month beginning June 1, 2003 and ending December 31, 2003.*
- *Jackie Smith is authorized for licensed center full-day care at ABC Child Care Center for \$22.00 per day for 22 days per month from June 1, 2003 through December 31, 2003.*

To access the Working Connections Child Care Information you will need:

- Your ACES Client Identification Number; and
- The last four digits of your Social Security Number (to set a Personal Identification Number, PIN).
- If you already use The Answer Phone simply enter your ACES client ID and your PIN

Working Connections Information Phone is a menu selection within The Answer Phone. The information is available 24 hours per day, 7 days per week, and is available in English and Spanish. You can call The Answer Phone to find out current basic Working Connections Child Care information without having to talk to someone at the Customer Service Center or go into the DSHS Community Service Office.

